

ABN UNATTENDED BACKUP SOLUTION SPECIFICATIONS

GENERAL

Vendor must provide unattended backup solution with the specifications as follows:

- Solution must be a turnkey, windows-based, integrated hardware and software appliance, which allows for true disk-to-disk business continuity, data protection and disaster recovery in a single piece of equipment with offsite data vault capabilities
- Appliance must be preconfigured with software that will provide file level backup, recovery, and the ability to restore a full Windows based operating system completely with passwords and permissions with CD recovery, which allows a crashed system to be booted from a imaged CD or floppy disk and restore OS, passwords and permissions to new hardware that may or may not match the original system configuration(s) and includes support for disk or tape archiving with support for true off-site data protection
- Must provide for scalability and management of current agency servers as well as adapt to future hardware needs or changes
- Must be capable of providing web based monitoring reports and tools to agency I/T staff with the status of backup activity, from individual server backups, to complete electronic vaulting, to a central site, and email the reports to the designated individuals. The reports should contain:
 - detailed activity regarding the backup,
 - ending status of backup or restore
 - error details of backup or restore(if any),
 - amount of information included in backup or restore,
 - ability to create custom reports by management
- Solution must integrate seamlessly into the existing Alabama Board of Nursing architecture, including the network and operational environment
- Must provide 100% availability to Alabama Board of Nursing staff to existing servers with no downtime during implementation
- Solution must contain provisions for an Unattended Backup Solution that requires no human involvement, the entire process must be automated

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- Must support automated schedule backups of Windows, UNIX, Linux, MAC, Novell or other OS platforms that may be required without additional license cost for client software

GENERAL cont.,

- Solution must include application-specific backup technology with support for Microsoft Exchange, Microsoft SQL servers and other applications as specified by the Board
- Must support point in time data recovery with the ability to restore files, folders and systems to any day in a chosen recovery window of 30 days
- Must provide a license to protect up to 1 Terabyte TB of Total System Content with 30 days of retention with 3,000 Gigabytes (GB) licensed Disk-to-Disk Capacity and allow for growth of data
- Solution must provide hardware status alerting to management via email and/ or audible alarm in event of malfunction or failure. Solution must provide for media-less transfer of site-wide data to an off-site location via LAN or WAN

USER INTERFACE

- Must include a graphical user interface(GUI), with capabilities to provide monitoring and management features across the entire set of technologies supported and allow for single and multiple appliance monitoring and management

TRANSFER OF DATA AND ENCRYPTION

- Solution must be able to access ABN system through the firewall using the internet and state networks through specified port.
- Solution must provide for federal, state and agency regulatory requirements to protect data from unauthorized access and theft

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- All data must remain encrypted until a request to restore the data is made by
Authorized personnel from the Alabama Board of Nursing
- A minimum of 256-bit AES Encryption must be used data entering or leaving the
Alabama Board of Nursing servers
- Vendor must provide an alternate method to transfer data via removable hard disk, in the event electronic data backup is not available

HARDWARE and SOFTWARE Requirements

- Must have a minimum 3U rack mount chassis with no less than 12 SATA available drive bays, with a capacity of 4.4 TB, which can be expanded to 88 Terabytes (TB), with one (1) bay assigned to support archiving to removable disk
- Must have front panel display for status and activity monitoring
- Must include RAID 5 Array and Hot Swappable configuration
- Minimum of Two (2) Gigabytes (GB) of memory
- Dual Gigabit (GB) Ethernet Controllers
- Must include three (3) 500 Gigabyte (GB) SATA Archive Drive(s), which can be removed from the appliance and taken offsite, if required, with a hard side carry case included
- Redundant Power Supply with a minimum rating of 500W
- A minimum of 5 open PCI bus master slots for expansion cards
- Must include software suite that is integrated into the appliance which includes file level backup / recovery, and bare metal restore capability
- On-site installation must be included with the unattended backup solution including the connection of backup agent for up to a minimum of five (5) servers

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- Unlimited number of backup clients including MS SQL/MS Exchange Agents (Integration of agents must be performed at the same time as the implementation of the appliance, by the vendor)
- Must offer Small Computer System Interface (SCSI) support for disk to tape archival
- Must utilize Full Bare Metal recovery for the following Operating Systems:
 - Free BSD, Open BSD (Berkeley Software Distribution)
 - Solaris
 - UnixWare 7
 - SCO Unix OS
 - Linux (Red Hat, Mandrake) Suse, Caldera
 - Windows 3.1/95/98/ME/NT/2000/2003/XP/Vista (including the registry)
 - Novell
- Must provide Same Day Response, On-site Hardware and Software Support

HARDWARE and SOFTWARE Requirements cont.,

- Hardware and Software Maintenance and support requirements
 - Next Business Day On-site for all hardware repair
 - Phone support for the appliance, agents, and included software Seven days a week, 24 hours a day, 365 days a year including weekends and holidays.

Vendor Requirements

- Vendor must provide installation, integration with existing system, and on-site ABN staff training.
- Vendor must be single source provider for system, installation, and support of unattended backup system.
- Vendor must provide a Scope of Work document-outlining vendor and agency requirements for installation, integration, and training.
- Vendor must provide technical specifications and product literature on all items bid if bidding an alternate to the specific products.

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- Vendor must provide proof in the form of a letter that the bidding vendor is an authorized manufacturer's sales and service representative for each product bid.
- Vendor must provide a timeline for installation and training.
- Vendor must provide a minimum of three (3) references of similar system and configuration as bid specifies with reference name, contact, and phone number.
- Vendor must be bonded/ insured for the dollar amount required to provide identity theft protection to all persons in the ABN licensing database in the event of data loss from the vendor's data storage facility.
- Vendor must provide a schedule of data transfer, storage, and restoration/recovery fees/charges valid for a period of up to five (5) years.
- Vendor's data storage facility must be made available, for site visit by ABN personnel, within one business day of request.
- Vendor must provide restoration media to ABN within four (4) hours of request including regular business hours/weekends/holidays/after hours. Either delivered by vendor personnel or picked up by ABN personnel, determined by present circumstances and mutually agreed upon by both parties.

Vendor Requirements cont.,

- Vendor must supply contact information to include regular business hours/weekends/holidays/after hours, seven days a week, 24 hours a day, 365 days a year including weekends and holidays.
- Vendor must provide an alternate mechanism, to include data transfer and storage, in the event that the primary mechanism ceases to function.
- The vendor must provide a written disaster and recovery plan for any catastrophic occurrences including but not limited to earthquake, flood, fire, that can occur within their facility.

Vendor Offsite Facility Requirements

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- Facility must be located within a 10-mile radius of the Alabama Board of Nursing's office at 770 Washington Avenue, Montgomery, Alabama.
- Data storage area(s) are to be protected by HALON 1301 fire suppression system. Facility floors shall support at least 300 pounds per square foot, and shall be at or above ground level to assure dry storage.
- Facility roof enclosing the data storage area shall be of non-combustible construction and leak proof.
- Facility cannot be located within a flood area or be in proximity to external water sources that could cause harm to ABN data (i.e. water holding tank).
- Facility storage area(s) are to be environmentally controlled, at minimum, to an average office environment temperature and humidity.
- The climate control equipment, shall not, be turned off or thermostat settings adjusted beyond appropriate levels during nights, weekends and holidays.
- Facility cannot be located within a 1,000-foot radius of stored paints, chemicals, and/or explosives.
- Facility and data storage area must have monitored video surveillance seven days a week, 24 hours a day, 365 days a year including weekends and holidays. Video surveillance backups are to be maintained, for a minimum of 48 hours, in case of theft.

Vendor Offsite Facility Requirements cont.,

- Facility must be equipped with an intrusion alarm system that is monitored seven days a week, 24 hours a day, 365 days a year including weekends and holidays.
- Facility must be properly secured and equipped with redundant motion, vibration, smoke and heat detectors/alarms to prevent loss from theft and fire.
- Facility must have contact alarms on all entrances and include infrared sensors for motion detection, vibration sensors, and sonic sensors for sound detection
- Facility must provide redundant power, air conditioning, and security systems to ensure continuous protection.

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- Vendor shall conduct yearly security, redundant power, and other suitable tests at the facility to ensure the ongoing protection of ABN data.
- Vendor shall provide reports for security, power, and other appropriate tests on a yearly basis.
- Vendor vault must meet Underwriters Laboratories Certification specifications including:
 - ASTM 1090-87 Standard Classification for Bank and Mercantile Vault Construction
 - ASTM F1247-89 Standard Specification for Intrusion Resistant Generic Vault Structures
 - ASTM F1029-86 Standard Guide for Selection of Physical Security Measures for a Facility
 - AR 380-5 Classified Document and Material Storage, Class A-Top Secret Approved Storage Level
 - U.S. Department of Defense, Sensitive Compartmented Information Facilities (SCIF) Standards
 - National Fire Protection Association
 - NFPA 232 Standard for the Protection of Records
 - NFPA 221 Standard for Fire Walls and Fire Barrier Walls
 - NFPA 80A Recommended Practice for Protection of Buildings from Exterior Fire Exposure
 - NFPA 90A Standard for the Installation of Air Conditioning and Ventilating Systems
- Vendor vault shall have at a minimum 4" thick walls, floor, and ceiling.
- Vendor vault shall have at a minimum of six (6) hour fire rating
- Each system is to be protected by uninterruptible power supplies with adequate run-time to power essential equipment during brief or intermittent power interruptions and to bridge the startup time for the backup generator when it is required. The diesel backup generator must have at least a 72-hour run time between refills and can power the entire facility.